

PATIENT RIGHTS
48TH MEDICAL GROUP
RAF LAKENHEATH, UNITED KINGDOM

Respect: You have the right to medical and dental care, treatment and services consistent with available resources, mission and in compliance with law and regulations. In addition, you have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected and your personal dignity recognized. Also, you have the right to have pastoral and other spiritual services.

Involvement: You have the right to be involved in decisions about your care, treatment and services. This includes assistance in resolving any dilemmas you experience related to your healthcare delivery to include raising ethical issues to the 48th Medical Group Ethics Council.

Informed Consent: You have the right to fully participate in decisions about your care. The goal of the informed consent process is to establish a mutual understanding between you and your provider about the care you receive. When procedures, care or treatment require informed consent, you should expect a discussion on the following elements. This discussion should include a clear, concise explanation of your condition and the nature of the proposed care, treatment, services, medications, interventions or procedures. The information should consist of potential benefits, risks and side effects, as well as potential problems related to recuperation. The discussion should include the likelihood of achieving the outcomes, reasonable alternatives to the proposed care and the relevant risks, benefits and side effects. The information you receive should also include the possible results of not receiving the care. Lastly, you have the right to refuse care to the extent permitted by law and government regulations.

Information: You have the right to receive information on your patient rights and responsibilities as well as on advance directives and the TRICARE program. Additionally, you have the right to have information about the staff responsible for your care. You have the right to effective communication, to receive information in a manner you understand and assistance making informed decisions about your healthcare. Additionally, pay patients have the right to be informed of charges for services, along with available methods of payment.

Advance Directives: You have the right to accept or refuse medical or surgical treatment, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services. Additionally, you have the right to appoint a surrogate to make healthcare decisions on your behalf as permitted by law.

Confidentiality, Privacy, and Security: You have the right to communicate with healthcare providers in confidence and privacy and to have your individually identifiable healthcare information protected. Also, you have the right to review and obtain a copy of your medical records in accordance with Release of Information requirements. Additionally, you have the right to access and receive an accounting of the disclosures related to your own protected health information as permitted under applicable law.

Safe Environment: You have the right to care and treatment in a safe and secure environment that supports your dignity and contributes to a positive self-image. You have the right to be free from restraint and seclusion of any form imposed as a means of coercion, discipline convenience and retaliation. Additionally, you have the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation.

Pain Management: You have the right to pain management. Optimal pain management enhances healing and promotes physical and psychological wellness.

Protective and Advocacy Services: You have the right to access child and adult protective services through Family Advocacy.

Resolution of Complaints: You and your family have the right to a fair and efficient process for resolving differences and for addressing complaints through the Patient Advocacy Program without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services.

Approved by 48 MDG Executive Staff

PATIENT RESPONSIBILITIES
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The care you receive as a patient depends partially on you. Therefore, in addition to patient rights, you have certain responsibilities as well. These responsibilities are presented in the spirit of mutual trust and respect.

Providing Information: You and your family, as appropriate, have a responsibility to provide accurate and complete information, to the best of your knowledge, about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health. This includes providing our staff with sufficient information to enable them to appropriately manage any pain you may experience. Also, you have the responsibility to report perceived risks in your care and unexpected changes in your condition. In addition, you are encouraged to provide feedback to personnel about the services you require, as well as your expectations.

Asking Questions: You and your family, as appropriate, are responsible for asking questions when you do not understand what has been explained to you about your care, treatment and service or when you do not understand what the staff expects you to do.

Following Instructions: You and your family, as appropriate, are responsible to follow the care, treatment and service plan developed. You should express any concerns about your ability to follow the proposed care plan or course of care, treatment and services. The 48 MDG will make every effort to adapt the plan to your specific needs and limitations. When such adaptations to the care, treatment and plan of care are not recommended, you will be informed of the consequences of the care, treatment and service alternatives of not following the proposed course. Additionally, you are responsible for following the instructions of your healthcare team when they carry out your plan of care, provide treatments and services, as well as when they enforce policies and procedures.

Accepting Consequences: You and your family, as appropriate, are responsible for the outcomes if you do not follow the care, treatment and service plan. Ultimately, you are responsible for your actions should you refuse treatment or not follow the medical/treatment orders of your healthcare provider.

Following Rules and Regulations: You and your family, as appropriate, are responsible to follow the 48 MDG rules and regulations. For example, medical and dental records are the property of the U.S. Government. In order to provide quality care, it is vital the records be maintained at your military medical treatment facility and not in your private possession. In some instances, records may be loaned to you for the convenience of the Air Force, such as in the case of PCS moves, but must be returned at the earliest possible time for safekeeping and continuity of care.

Access to Care/Appointments: You and your family, as appropriate, are responsible to arrive for all appointments in a timely manner. In addition, you are responsible for keeping appointments, and, if for any reason you cannot keep an appointment, you are to notify the appropriate clinic in order to cancel the appointment. If possible, notification should be made sufficiently in advance of the scheduled time so the appointment may be made available to another beneficiary.

Showing Respect and Consideration: You and your family, as appropriate, have the responsibility to be considerate of the rights of other patients including controlling noise and complying with smoking restrictions. In addition, you should also be respectful of the property of others, as well as the facilities, fixtures and furniture within the 48 MDG. Finally, you have the responsibility to treat the healthcare team with respect and dignity.

Meeting Financial Commitments: You and your family, as appropriate, have the responsibility to promptly meet any financial obligations legally incurred in connection with the delivery of your healthcare at the 48 MDG. In addition, you have the responsibility to provide Third Party Insurance information, as applicable, to the staff.

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